

**What is claimed is:**

1. A performance monitoring system comprising:
  - a staging area for receiving data from one or more data sources;
  - a KPI store for storing performance information relating to predefined Key Performance Indicators (KPIs);
  - a loader for transforming the received data into the performance information relating to the KPIs, calculating scores based on the received data and the performance information stored in the KPI store to indicate changes in the KPIs, and loading the performance information including the scores into the KPI store; and
  - an information presentation unit for presenting the performance information to a user.
2. The performance monitoring system as claimed in claim 1 wherein the loader calculates the scores such that the scores indicate if associated KPIs are getting better or worse or unchanged.
3. The performance monitoring system as claimed in claim 2 wherein
  - the staging area receives an actual value for a KPI;
  - the KPI store stores a history of the actual value for the KPI;
  - the loader calculates a score for the KPI based on the actual value and the history to indicate if the KPI is getting better or worse or unchanged.
4. The performance monitoring system as claimed in claim 1 wherein
  - the staging area receives a target value and an actual value for a KPI;
  - the loader calculates a score for the KPI based on the actual value and the target value to indicate if the KPI is good, bad or neutral compared to the target value.
5. The performance monitoring system as claimed in claim 4 wherein

the loader calculates prorated targets based on the target value, and calculates the score based on the prorated targets.

6. The performance monitoring system as claimed in claim 5 wherein the loader calculates another score by comparing the calculated score and a score calculated and stored in the KPI store at a previous loading, so that the another score indicates if the KPI is getting better or worse or unchanged.

7. The performance monitoring system as claimed in claim 1 wherein the information presentation unit presents a higher level of the performance information in a form capable of braking down into a lower lever.

8. The performance monitoring system as claimed in claim 1 wherein the staging area provides to the loader data that has changed from a last loading.

9. The performance monitoring system as claimed in claim 1 wherein the staging area contains value information for the KPIs and time information relating to one or more time periods to which the value information is applied.

10. The performance monitoring system as claimed in claim 8 wherein the loader has a function to determine which value information is effected by a change in the value information.

11. The performance monitoring system as claimed in claim 8 wherein the KPI store stores the value information in association with the time information in a dense two-dimensional relational cube having the time and indicator dimensions.

12. The performance monitoring system as claimed in claim 10 wherein the relational cube includes actual values, target values and score values for the KPIs.

13. The performance monitoring system as claimed in claim 8 wherein the KPI store further stores business metadata as a network of content of the metadata.

14. The performance monitoring system as claimed in claim 1 wherein the information presentation unit comprises:

an application server for accessing and managing the performance information stored in the KPI store; and

a front-end interface for allowing a user to monitor and analyse the performance information.

15. The performance monitoring system as claimed in claim 13 wherein the front-end interface has a data guided monitoring function for receiving a user input and presenting relevant performance information in a selected order based on the user input.

16. The performance monitoring system as claimed in claim 14 wherein the data guided monitoring function presents the performance information for relevant KPIs sorted based on a selected type of scores.

17. The performance monitoring system as claimed in claim 15 wherein the data guided monitoring function presents the performance information for relevant KPIs filtered and sorted based on the scores of the KPIs.

18. The performance monitoring system as claimed in claim 13 wherein the front-end interface presents the performance information of a selected KPI together with related KPIs which are in a cause and effect relation with the selected KPI.

19. The performance monitoring system as claimed in claim 13 wherein the front-end interface presents the performance information of related KPIs in a diagram to navigate the user through the related KPIs.

20. A performance monitoring system comprising:  
a staging area for receiving data from one or more data sources;  
a KPI store for storing performance information relating to predefined Key Performance Indicators (KPIs);  
a loader for transforming the received data into the performance information relating to the KPIs, and loading the performance information including the scores into the KPI store; and  
an information presentation unit for presenting the performance information to a viewer, the information presentation unit having a viewer driven sorter for allowing the viewer to sort the performance information using the scores stored in the KPI store.

21. The performance monitoring system as claimed in claim 20 wherein the viewer driven sorter allows the viewer to sort the performance information based on all KPIs for which the performance information is stored in the KPI store.

22. The performance monitoring system as claimed in claim 20 wherein the information presentation unit has a viewer driven filter for allowing the viewer to filter the performance information using the scores stored in the KPI store.

23. The performance monitoring system as claimed in claim 22 wherein the viewer driven filter allows the viewer to filter interested performance information from all performance information stored in the KPI store.

24. The performance monitoring system as claimed in claim 22 wherein the information presentation unit presents multiple view metric types, and has a metric selector for allowing the viewer to select a preferred view metric type for presenting the sorted and/or filtered performance information.

25. The performance monitoring system as claimed in claim 22 wherein the loader calculates scores based on the received data and the performance information stored in the KPI store to indicate changes in the KPIs.

26. The performance monitoring system as claimed in claim 25 wherein the viewer driven sorter and filter sort and/or filter the performance information based on the scores calculated based on the changes in the KPIs.

27. A method for monitoring business performance, the method comprising steps of:

- receiving data from one or more data sources;
- transforming the received data into performance information relating to predefined Key Performance Indicators (KPIs);
- storing the performance information into a KPI store;
- calculating scores based on the received data and the performance information stored in the KPI store to indicate changes in the KPIs;
- loading the performance information including the scores into the KPI store; and
- presenting the performance information to a user.

28. The method as claimed in claim 27 wherein the calculating step calculates the scores such that the scores indicate if associated KPIs are getting better or worse or unchanged.

29. The method as claimed in claim 28 wherein

- the receiving step receives an actual value for a KPI; and
- the calculating step calculates a score for the KPI based on the actual value and its history stored in the KPI store to indicate if the KPI is getting better or worse or unchanged.

30. The method as claimed in claim 27 wherein

the receiving step receives a target value and an actual value for a KPI;  
and

the calculating step calculates a score for the KPI based on the actual value and the target value to indicate if the KPI is good, bad or neutral compared to the target value.

31. The method as claimed in claim 30 wherein the calculating step calculates prorated targets based on the target value, and calculates the score based on the prorated targets.

32. The method as claimed in claim 31 wherein the calculating step further calculates another score by comparing the calculated score and a score calculated and stored in the KPI store at a previous loading, so that the another score indicates if the KPI is getting better or worse or unchanged.

33. The method as claimed in claim 28 wherein the presentation step presents a higher level of the performance information in a form capable of braking down into a lower lever.

34. The method as claimed in claim 27 wherein the receiving step makes available data that has changed from a last loading.

35. The method as claimed in claim 27 wherein the receiving step receives value information for the KPIs and time information relating to one or more time periods to which the value information is applied.

36. The method as claimed in claim 35 wherein the calculating step determines which value information is effected by a change in the value information.

37. The method as claimed in claim 35 wherein the storing step stores the value information in association with the time information in a dense two-dimensional relational cube having the time and indicator dimensions.
38. The method as claimed in claim 37 wherein the storing step stores in the relational cube actual values, target values and score values for the KPIs.
39. The method as claimed in claim 35 wherein the storing step further stores business metadata as a network of content of the metadata.
40. The method as claimed in claim 27 wherein the presenting step comprises steps of:  
receiving a user input; and  
presenting relevant performance information in a selected order based on the user input.
41. The method as claimed in claim 40 wherein the presenting step presents the performance information for relevant KPIs sorted based on a selected type of scores.
42. The method as claimed in claim 41 wherein the presenting step presents the performance information for relevant KPIs filtered and sorted based on the scores of the KPIs.
43. The method as claimed in claim 40 wherein the presenting step presents the performance information of a selected KPI together with related KPIs which are in a cause and effect relation with the selected KPI.
44. The method as claimed in claim 40 wherein the presenting step presents the performance information of related KPIs in a diagram to navigate the user through the related KPIs.

45. A method for monitoring performance comprising the steps of:  
receiving data from one or more data sources;  
storing in a KPI store performance information relating to predefined Key Performance Indicators (KPIs);  
transforming the received data into the performance information relating to the KPIs;  
loading the performance information including the scores into the KPI store;  
and  
presenting the performance information to a viewer, allowing the viewer to sort the performance information using the scores stored in the KPI store.
46. The method as claimed in claim 45 wherein the presenting step allows the viewer to sort the performance information based on all KPIs for which the performance information is stored in the KPI store.
47. The method as claimed in claim 45 wherein the presenting step further comprising a step for allowing the viewer to filter the performance information using the scores stored in the KPI store.
48. The method as claimed in claim 47 wherein the presenting step allows the viewer to filter interested performance information from all performance information stored in the KPI store.
49. The method as claimed in claim 48 wherein the presenting step further comprising steps of providing options of multiple view metric types, and allowing the viewer to select a preferred view metric type for presenting the sorted/filtered performance information.



50. The method as claimed in claim 49 wherein the loading step having a step of calculating scores based on the received data and the performance information stored in the KPI store to indicate changes in the KPIs.

51. The method as claimed in claim 50 wherein the presenting step allows the viewer to sort and/or filter the performance information based on the changes in the KPIs.

52. A computer readable medium storing the instructions and/or statements for use in the execution in a computer of a method for monitoring business performance, the method comprising steps of:

- receiving data from one or more data sources;
- transforming the received data into performance information relating to predefined Key Performance Indicators (KPIs);
- storing the performance information into a KPI store;
- calculating scores based on the received data and the performance information stored in the KPI store to indicate changes in the KPIs;
- loading the performance information including the scores into the KPI store; and
- presenting the performance information to a user.

53. Electronic signals for use in the execution in a computer of a method for monitoring business performance, the method comprising steps of:

- receiving data from one or more data sources;
- transforming the received data into performance information relating to predefined Key Performance Indicators (KPIs);
- storing the performance information into a KPI store;
- calculating scores based on the received data and the performance information stored in the KPI store to indicate changes in the KPIs;
- loading the performance information including the scores into the KPI store; and

presenting the performance information to a user.

54. A computer program product for use in the execution in a computer of a method for monitoring business performance, the computer program product comprising:

- a module for receiving data from one or more data sources;
- a module for transforming the received data into performance information relating to predefined Key Performance Indicators (KPIs);
- a module for storing the performance information into a KPI store;
- a module for calculating scores based on the received data and the performance information stored in the KPI store to indicate changes in the KPIs;
- a module for loading the performance information including the scores into the KPI store; and
- a module for presenting the performance information to a user.